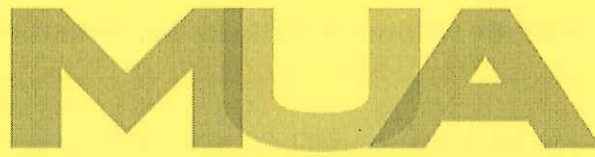


The
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DIPLOMA UNIVERSITY EXAMINATION

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY

DBT 100: COMPUTER REPAIR AND MAINTENANCE

DATE: 8TH AUGUST 2018

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

Having all data in a centralized server environment is beneficial for our backup solution, which performs incremental and full backups to the server regularly. The use of Network Home Folders has other benefits as well. Instead of setting up users on each machine, users can be managed in a centralized user database and can log into any computer on the network and access all of their data. All major system settings are controlled by system administrators from one central location. A standard operating system and applications software "image" ensures each computer is functionally identical, making software upgrades simple and fast. When a new machine is introduced to the network as an upgrade for an existing user or for a new employee, a few clicks are all that is needed to prepare the computer. New employees can be set up with email, computer, and network accounts in as little as fifteen minutes out of the box! This speed provides the IT staff with high degrees of flexibility with replacing broken machines as well. When it is determined that a machine needs to be serviced or upgraded, a new or replacement machine can be provided to the user. After the user logs out of the broken machine, the hardware is swapped out, and powered on. In less than 5 minutes, the user then logs into the new machine just as they logged into their former machine. The only downtime the user experiences are the time it takes to deliver a spare machine and plug it in. The user's files email and even their desktop configuration appears on the replacement machine, and the user is able to pick up where they left off. Company XYZ has 15 computers distributed around the company. One of the staff came into the office, and found that his computer is not working. Nothing happens when you turn on the computer. At that moment, the person who also works in that office walks in and around you, with a hot cup of coffee he heated in the microwave a few minutes ago.

Required:

- a) State FIVE reasons that would have caused the machine not to work. (5marks)
- b) Describe steps you troubleshooting the problem (10 marks)

c) What could you advise them to do to speed up their computers (5 marks)

d) Explain five weekly and monthly maintenance procedures? (10 marks)

QUESTION TWO

a) What is surge suppressor? (2 marks)

b) State is the most important thing to check when buying a surge suppressor and why. (2 marks)

c) Explain the usefulness of antivirus (6 marks)

QUESTION THREE

a) Describe the boot process (5 marks)

b) Identify common peripheral ports, of a computer (5 marks)

QUESTION FOUR

a) How do you identify a motherboard chip (2 marks)

b) Explain four basic computer components (8 marks)

QUESTION FIVE

a) Explain steps followed in preparing a hard disk for use. (8 marks)

b) Define uninterruptible power supply (UPS)? (2 marks)

QUESTION SIX

a) Give five general guidelines for repairing a computer (5marks)

b) Identify and describe the functionality of field replaceable units (FRUs) found in a personal computer. (5marks)

QUESTION TWO

- a) Explain the importance of the following factors in the design of a computer system. (10 marks)
- b) Explain the importance of the following factors in the design of a computer system. (10 marks)

QUESTION THREE

- a) Describe the basic process of a computer system. (10 marks)
- b) Describe the basic process of a computer system. (10 marks)

QUESTION FOUR

- a) Explain the basic process of a computer system. (10 marks)
- b) Explain the basic process of a computer system. (10 marks)

QUESTION FIVE

- a) Explain the basic process of a computer system. (10 marks)
- b) Explain the basic process of a computer system. (10 marks)

QUESTION SIX

- a) Give the basic process of a computer system. (10 marks)
- b) Give the basic process of a computer system. (10 marks)